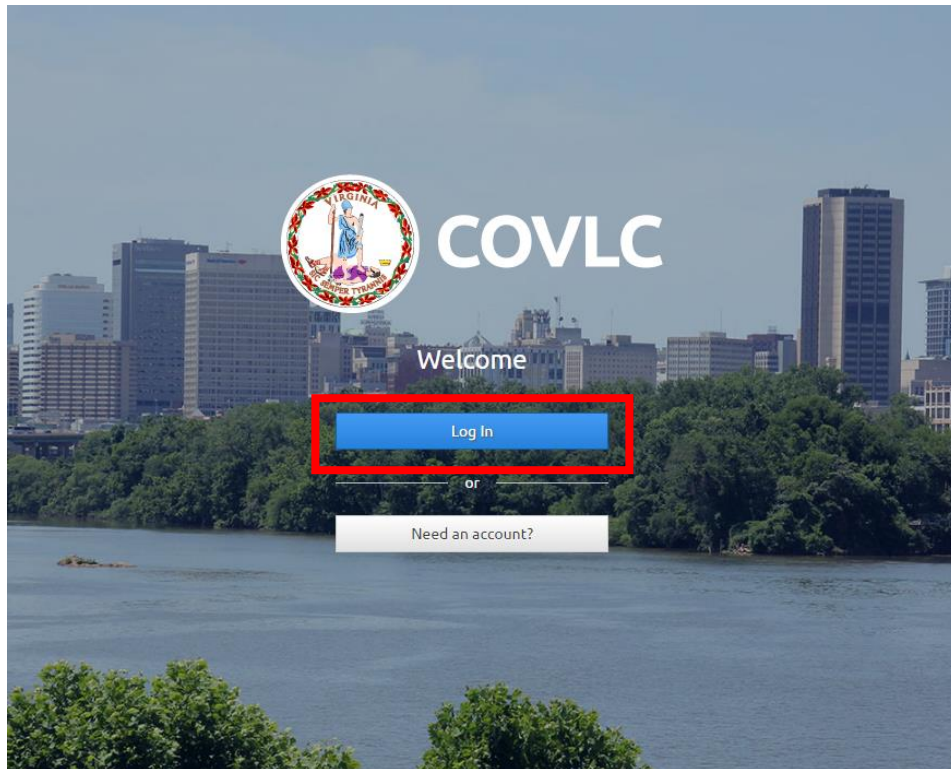


## Forgot Your VLC Login or Password?

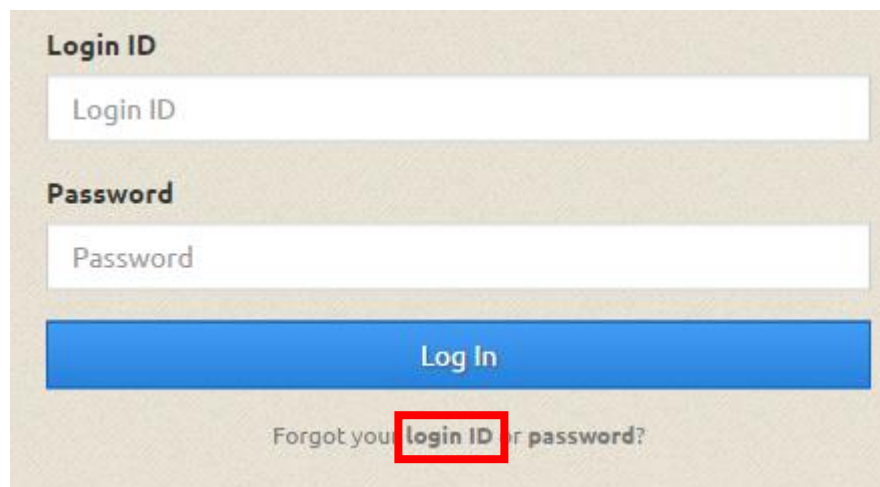
If you forget your Login ID or Password to the Virginia Learning Center (VLC), you can retrieve it from the Login Page.

### To view your VLC Login ID:

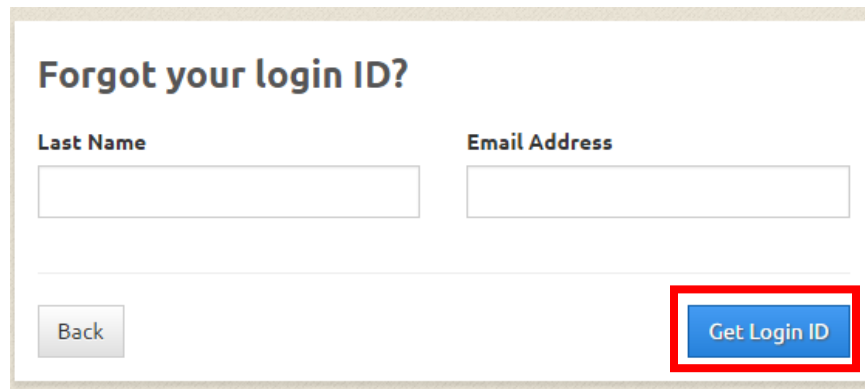
- Step 1.** Open the VLC login page (<https://covlc.virginia.gov>).
- Step 2.** Click the **Log In** button. The log in screen will open.



- Step 3.** Click the words **login ID** underneath the blue **Log In** button.

A screenshot of the VLC login form. The form has a light beige background. At the top, the text "Login ID" is displayed in bold. Below it is a white input field with the placeholder text "Login ID". Underneath the input field, the text "Password" is displayed in bold. Below that is another white input field with the placeholder text "Password". At the bottom of the form is a large blue button with the text "Log In". Below the button, the text "Forgot your login ID or password?" is displayed, with the words "login ID" highlighted by a red rectangular box.

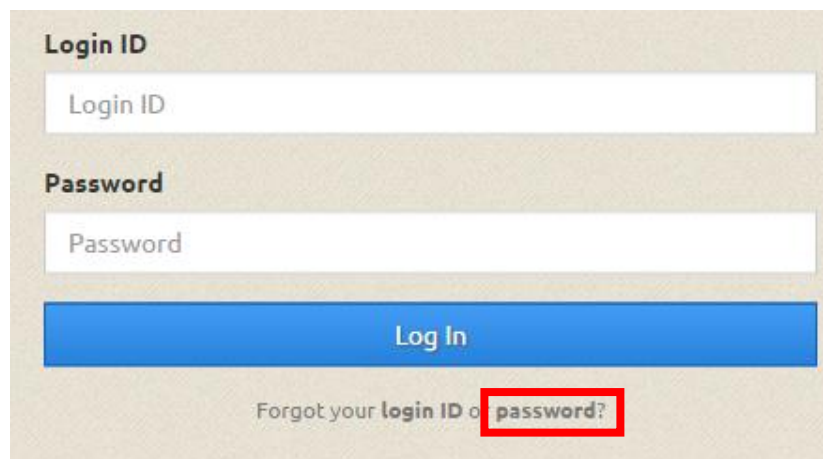
**Step 4.** Fill out the information as prompted (shown below) and click the **Get Login ID** button. *Your Login ID will be e-mailed to you.*

A screenshot of a web form titled "Forgot your login ID?". It contains two input fields: "Last Name" and "Email Address". Below the "Email Address" field is a "Back" button and a blue "Get Login ID" button, which is highlighted with a red rectangular box.

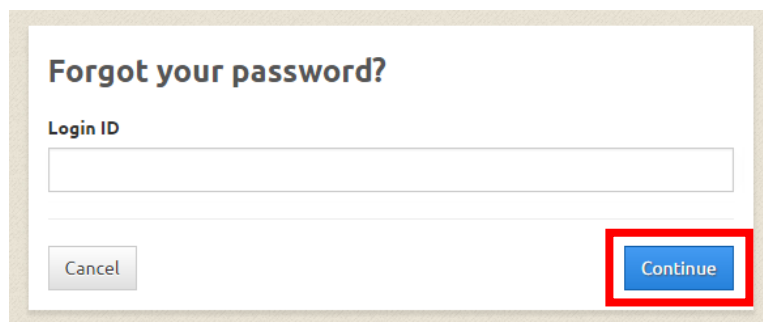
**To view your VLC Password:**

Follow **Step 1** and **Step 2** from above.

**Step 3.** Click the word **password** underneath the blue **Log In** button.

A screenshot of a login form. It has a "Login ID" input field, a "Password" input field, and a blue "Log In" button. Below the "Log In" button, the text "Forgot your login ID or password?" is displayed, with the word "password?" highlighted by a red rectangular box.

**Step 4.** Fill out the information as prompted (shown below) and click the blue **Continue** button. *A temporary password will be e-mailed to you.*

A screenshot of a web form titled "Forgot your password?". It contains a "Login ID" input field. Below the input field is a "Cancel" button and a blue "Continue" button, which is highlighted with a red rectangular box.

If you need assistance, please email the TAX VLC Administrator at [VLCAdmin@tax.virginia.gov](mailto:VLCAdmin@tax.virginia.gov).